

**WORK ORDER SOLICITATION NO. JJSPSMA1801
Issued by Probation Department
Under Master Agreement for
Juvenile Justice Social Programs Services**

Project Title: High Risk/High Needs (HR/HN) In-Home Services to Prevent Detention

County Department: Probation Department (Probation)

Date of Issuance: January 11, 2018

Response Due Date and Time: February 16, 2018, 12:00 p.m., PT

Vendors shall submit **one original and six copies** of the response to this Work Order Solicitation (WOS) in the format prescribed herein and clearly marked "Response to WOS No. JJSPSMA1801, addressed to:

***A'iana White, Contract Analyst
County of Los Angeles Probation Department
9150 East Imperial Highway, Room D29
Downey, CA 90242***

Late proposals and proposals not prepared and submitted in the prescribed format and addressing the required content may, at the sole discretion of the County of Los Angeles (County), be rejected without further consideration. Corrections will not be accepted once the deadline for submission of proposals has passed. False, misleading, incomplete, or deceptively unresponsive statements in connection with a proposal shall be sufficient cause for rejection of the proposal. The evaluation and determination in this area shall be at the County's sole judgment and his or her judgment shall be final.

Vendors' Questions

Vendors may submit written questions regarding this Work Order Solicitation by e-mail to the contact identified below:

***A'iana White
Contract Analyst
Alana.White@probation.lacounty.gov***

Deadline for submitting questions: January 23, 2018, 12:00 p.m., PT
Mandatory Vendors' Conference: January 30, 2018, 1:30 p.m., PT
Answers Released: February 2, 2018

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PART I - PROJECT SCOPE OF SERVICES

A. PURPOSE

The County of Los Angeles (County) Probation Department (Probation) is soliciting proposals from qualified Juvenile Justice Social Programs Services (JJSPS) Category 2 - Youth and Family Support (YFS) Vendors to provide High Risk/High Needs (HR/HN) In-Home Services to Prevent Detention to probation youth, ages 10-18 and their families.

Probation plans to award five (5) Work Orders: one (1) Work Order for each of the five (5) Clusters listed in *Technical Exhibit 1 (Clusters) of Attachment B (Statement of Work Technical Exhibits)*. **Vendors must submit a separate proposal for each Cluster for which services are being proposed. Combined proposals will not be accepted.**

B. SERVICES REQUESTED

Category 2 - Youth and Family Support (YFS) - the scope of services required by County is described in *Attachment A, Statement of Work*.

C. MINIMUM MANDATORY QUALIFICATIONS

1. Vendor must be a qualified JJSPS Master Agreement Vendor under Service Category 2 – Youth and Family Support at the time of this WOS issuance (January 11, 2018).
2. Vendor must attend the Mandatory Vendors' Conference scheduled for **January 30, 2018, 1:30 p.m., PT.**
3. Proposer must submit a proposal by **February 16, 2018, 12:00 p.m., PT.**
4. Vendor must demonstrate they have at least three (3) years' experience within the past five (5) years providing in-home parent empowerment and support services, and in-home skills training for probation youth. Vendor must provide two (2) references in *Exhibit 1 (Prospective Contractor Reference) of Attachment C (Required Forms)*. At least one (1) reference must confirm this minimum mandatory qualification.
5. Vendor must have a service area site located within the Cluster listed in *Technical Exhibit 1 (Clusters) of Attachment B (Statement of Work Technical Exhibits)*, for which services are being proposed. The address to the service area site must be included in *Exhibit 2 (Service Area Address Form) of Attachment C (Required Forms)*.

D. MANDATORY VENDORS' CONFERENCE

A Mandatory Vendors' Conference will be held to discuss the Work Order Solicitation. County staff will respond to questions from potential Vendors. All potential Vendor's **must** attend this conference or their proposals will be rejected as non-responsive (disqualified) without review and eliminated from further consideration. The Mandatory Vendors' Conference is scheduled as follows:

Date: January 30, 2018

Time: 1:30 p.m., PT

Location: Los Angeles County Probation Department
Probation Training Center
3300 Sandoval Avenue
Pico Rivera, CA 90660

Please note that minors are not allowed to enter the facility or attend the conference.

E. WORK ORDER TERM

The term of this Work Order shall commence upon the date of execution by County and will continue for a one-year period, unless terminated or extended, in whole or in part, as provided in this Contract. Contingent upon available funding, the term of the Work Order may also be extended beyond the stated expiration date on a month-to-month basis, for a period of time not to exceed six (6) months, upon the written request of the Chief Probation Officer and the written concurrence of the Contractor. All terms of the Work Order is in effect at the time of extending the term shall remain in effect for the duration of the extension.

F. WORK ORDER FUNDING

Funding will be allocated to the five (5) Clusters as follows:

Clusters	Work Order Annual Amount
1	\$ 100,000
2	\$ 100,000
3	\$ 100,000
4	\$ 100,000
5	\$ 100,000

The Vendor fee under the terms of this Work Order shall be the total monetary amount payable by the County to the Vendor for supplying all services under this Work Order consistent with the cost listed in *Exhibit 3 (Pricing Sheet) of Attachment C (Required Forms)*. The total sum, inclusive of all applicable taxes, is **\$100,000** for a twelve (12) month period. Notwithstanding said limitation of funds, the Vendor agrees to satisfactorily perform and complete all work specified herein.

The Vendor shall submit monthly invoices for actual service units provided and all County mandated training attended consistent with *Exhibit 3 (Pricing Sheet) of Attachment C (Required Forms)*. The Vendor shall retain all relevant supporting documents and make them available to the County at any time for audit purposes. Invoices shall be specific as to the services provided.

The County shall pay Vendor up to fifteen percent (15%) administrative/indirect actual costs of the total Work Order amount. Administrative/indirect costs shall not be in addition to, but a part of, the maximum Work Order amount.

The Vendor shall submit monthly invoices for actual costs incurred for administrative/indirect costs. Invoices shall detail the administrative/indirect costs incurred and include supporting documentation for such costs. The Vendor shall retain all relevant supporting documents and make them available to County at any time for audit purposes.

The Vendor shall return to County any unspent funds in excess of actual administrative/indirect costs under this Work Order at the end of each Work Order term. The Vendor must return to County any funds received in excess of administrative/indirect costs. The Vendor agrees to be bound by applicable County unsupported and disallowed cost procedures, rules and regulations, and to repay to County any amount, with its earned interest, which is found to violate the terms of this Work Order or applicable County provisions.

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PART II – PROPOSAL RESPONSE REQUIREMENTS

A Vendor's response to this Work Order Solicitation shall include each of the following in the prescribed format and order:

- A. COVER PAGE identifying the Work Order Solicitation by title and number, firm name and address, the name, telephone number, fax number and e-mail address of the person authorized to make representations for the Proposer during negotiations and commit the Proposer to a Work Order.
- B. TABLE OF CONTENTS with all proposal pages numbered.
- C. WORK PLAN that presents the Vendor's detailed approach or methodology to complete the project as specified in *Sections 1.0 (Scope of Work) and 2.0 (Specific Tasks) of Attachment A (Statement of Work)*. The Work Plan should include the basic elements of the project and include sufficient detail to enable the County to:
 - 1. Determine if the Vendor has a good understanding of the project scope, objectives, and deliverables;
 - 2. Evaluate the appropriateness of the proposed procedures and techniques; and
 - 3. Evaluate the Vendor's ability to provide the requested services.

References to or repetition of scope, objectives, and requirements from this Request for Service does not constitute a "good understanding" of the project. Complete, yet concise, supplementary procedures, methods, explanations, and descriptions are required for the County's evaluation of the Proposer's understanding.

- D. PERSONNEL
 - 1. A Project Manager demonstrating the required or similar services for a minimum of three (3) years' experience within the last five (5) years, hold a bachelor's degree in, criminal justice, administration of justice, psychology, sociology or a related field, and is a current employee of the vendor. Include Project Manager resume with dates for the positions listed.
 - 2. A list/chart specifically identifying the Project Manager and other key individuals, including any subcontractors that will be providing services.

- E. QUALITY CONTROL PLAN that will be utilized by Vendor as a self-monitoring tool to ensure the required services are provided as specified in Section 3.0 (Quality Control Plan) of *Attachment A (Statement of Work)* and *Technical Exhibit 4 (Performance Requirements Summary Chart)* of *Attachment B (Statement of Work Technical Exhibits)*.

The following factors may be included in the plan:

- Activities to be monitored to ensure compliance with all Contract requirements;
- Monitoring methods to be used;
- Frequency of monitoring;
- Samples of forms to be used in monitoring;
- Title/level and qualifications of personnel performing monitoring functions; and
- Documentation methods of all monitoring results, including any corrective action taken.

F. COST PROPOSAL

Vendor must complete and include the following Exhibits from Attachment C (Required Forms):

- Exhibit 3 (Pricing Sheet)
- Exhibit 4 (Certification of Independent Price Determination & Acknowledgement of Work Order Restrictions)

G. FINANCIAL CAPABILITY

Provide copies of the Vendor's most current and prior two (2) fiscal years (for example 2017 and 2016) financial statements. Statements should include the company's assets, liabilities and net worth and at a minimum should include the Balance Sheet, Statement of Income, and the Statement of Cash Flows. It should be noted that depending on the nature of the entity, i.e., for-profit, non-profit, governmental, the title of these statements may differ. For example, for a non-profit entity the Balance Sheet is referred to as the Statement of Financial Position. If audited statements are available, these should be submitted to meet this requirement. Do not submit Income Tax Returns to meet this

requirement. Financial statements will be kept confidential if so stamped on each page.

H. WILLINGNESS TO PROVIDE ADDITIONAL INSURANCE

The County has determined that to perform the services requested in this Work Order Solicitation, Proposer shall furnish:

- **Commercial General Liability** insurance (providing scope of coverage equivalent to ISO policy form CG 00 01), naming the County and its Agents as an additional insured, with limits of not less than:

General Aggregate:	\$2 million
Products/Completed Operations Aggregate:	\$1 million
Personal and Advertising Injury:	\$1 million
Each Occurrence:	\$1 million

- **Automobile Liability** insurance (providing scope of coverage equivalent to ISO policy form CA 00 01) with limits of not less than \$1 million for bodily injury and property damage, in combined or equivalent split limits, for each single accident. Insurance shall cover liability arising out of Contractor's use of automobiles pursuant to this Contract, including owned, leased, hired, and/or non-owned automobiles, as each may be applicable.
- **Workers Compensation and Employers' Liability** insurance or qualified self-insurance satisfying statutory requirements, which includes Employers' Liability coverage with limits of not less than one million (\$1,000,000) per accident. If Contractor will provide leased employees, or, is an employee leasing or temporary staffing firm or a professional employer organization (PEO), coverage also shall include an Alternate Employer Endorsement (providing scope of coverage equivalent to ISO policy form WC 00 03 01 A) naming the County as the Alternate Employer, and the endorsement form shall be modified to provide that County will receive not less than thirty (30) days advance written notice of cancellation of this coverage provision. If applicable to Contractor's operations, coverage also shall be arranged to satisfy the requirements of any federal workers or workmen's compensation law or any federal occupational disease law.
- **Sexual Misconduct Liability Insurance** covering actual or alleged claims for sexual misconduct and/or molestation with limits of not less than \$2 million per claim and \$2 million aggregate, and claims for negligent employment,

investigation, supervision, training or retention of, or failure to report to proper authorities, a person(s) who committed any act of abuse, molestation, harassment, mistreatment or maltreatment of a sexual nature.

- **Professional Liability/Errors and Omissions Insurance** covering Contractor’s liability arising from or related to this Contract with limits of not less than \$1 million per claim and \$2 million aggregate. Further, Contractor understands and agrees it shall maintain such coverage for a period of not less than three (3) years following this Agreement’s expiration, termination or cancellation.

I. REQUIRED FORMS

Proposals shall submit forms identified in Attachment C (Required Forms):

- EXHIBIT 1 PROSPECTIVE CONTRACTOR REFERENCE
- EXHIBIT 2 SERVICE AREA ADDRESS FORM
- EXHIBIT 3 PRICING SHEET
- EXHIBIT 4 CERTIFICATION OF INDEPENDENT PRICE DETERMINATION & ACKNOWLEDGEMENT OF WORK ORDER RESTRICTIONS
- EXHIBIT 5 REQUEST FOR PREFERENCE CONSIDERATION - **(submit if preference is being requested)**

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PART III – SELECTION PROCESS

A. EVALUATION CRITERIA

The County has the exclusive right to judge the content of the proposals submitted pursuant to this Work Order Solicitation and to review, evaluate, and select the successful proposal.

Evaluation of the proposals will be made by an Evaluation Committee selected by Probation. The Evaluation Committee will evaluate the proposals and will use the evaluation approach described herein to select the proposal. All proposals will be evaluated based on the criteria listed below. All proposals will be scored and ranked in numerical sequence from high to low.

Proposals will be evaluated on the thoroughness, appropriateness, and innovativeness detailed in: Work Plan (50%); Personnel (20%); Quality Control Plan (10%); and Cost Proposal (20%).

A review will be conducted to evaluate the Vendor's financial capability as provided in Section G, PART II – PROPOSAL RESPONSE REQUIREMENTS.

For the Cost Proposal, the maximum number of possible points will be awarded to the lowest proposed cost. All other costs will be compared to the lowest cost, and points will be awarded accordingly. However, should one or more of the Vendors request and receive the Social Enterprise (SE) Preference Program or Disabled Veteran Business Enterprise Preference, the cost component points will be determined as follows:

- **Social Enterprise (SE) Preference Program:** Fifteen percent (15%) of the lowest proposed price submitted will be calculated, which shall not exceed \$150,000, and that amount will be deducted from the proposed price submitted by all Vendors who requested and received the SE Preference - ***Submit Exhibit 5 (Request for Preference Consideration) of Attachment C (Required Forms) if preference is being requested.***
- **Disabled Veteran Business Enterprise Preference:** Fifteen percent (15%) of the lowest proposed price submitted will be calculated and that amount will be deducted from the proposed price submitted by all Vendors who requested and received the Disabled Veteran Business Enterprise Preference up to the maximum of \$150,000. In no case, shall any Preference be combined to exceed fifteen percent (15%) in response to any County solicitation ***Submit Exhibit 5 (Request for Preference Consideration) of Attachment C (Required Forms) if preference is being requested.***

Subsequent to the County's proposal evaluation, and at the sole discretion of the County, the highest rated firms may be requested to meet with the Evaluation Committee to answer questions and provide more evidence of their qualifications. The evaluators will consider the results of these interviews in their ratings of the proposals.

Probation retains the right to select a proposal other than the proposal receiving the highest number of points if Probation determines, in its sole discretion, another proposal is the most qualified, cost-effective, responsive, responsible, and in the best interests of the County.

B. WORK ORDER

Upon completion of negotiations with the highest rated Vendor (Recommended vendor), Probation shall obtain a Letter of Intent from an authorized officer of the Recommended Vendor that the negotiated Work Order is a firm offer of the Recommended Vendor, which shall not be revoked by the Recommended Vendor pending Probation's completion of the Protest and Review Process.

When selected to perform the requested services, the Recommended Vendor and the County will sign a Work Order in a format substantially similar to *Exhibit F2, Work Order Form Template*, of the Master Agreement for Juvenile Justice Social Programs Services.

Additional Notice to Vendors

Notice to Vendors Regarding the Public Records Act

1. Responses to this Work Order Solicitation shall become the exclusive property of the County. Absent extraordinary circumstances, the Recommended Vendor's proposal will become a matter of public record when (1) Work Order negotiations are complete; (2) Probation receives a letter of intent from the Recommended Vendor's authorized officer that the negotiated Work Order is the firm offer of the Recommended vendor; and (3) Probation releases a copy of the Recommended Vendor's proposal in response to a Proposal Review. Notwithstanding the above, and absent extraordinary circumstances, all proposals will become a matter of public record upon execution of a Work Order. Exceptions to disclosure are those parts or portions of all proposals that are justifiably defined as business or trade secrets, and plainly marked by the Proposer as "Trade Secret," "Confidential," or "Proprietary."
2. The County shall have no liability whatsoever for the disclosure of any such record or any parts thereof, if disclosure is required or permitted under the California Public Records Act or otherwise by law. A blanket statement of confidentiality or the marking of each page of the proposal as confidential shall not be deemed sufficient notice of exception. The Vendors must specifically label only those

provisions of their respective proposal which are "Trade Secrets," "Confidential," or "Proprietary" in nature.

Protest and Review Process

I. Solicitation Requirements Review

Any Qualified Vendor that is a prospective Vendor may request a solicitation requirements review under this Work Order Solicitation (*Attachment D*). The request may address concerns that the application of minimum requirements, evaluation criteria and/or business requirements would unfairly disadvantage Vendors or, due to unclear instructions, may result in the County not receiving the best possible responses from Vendor. Such requirements review request must be submitted by e-mail to the point of Work Order below no later than **ten (10) business days of the issuance of the solicitation document**:

A'lana White
Contract Analyst
Alana.White@probation.lacounty.gov

The solicitation requirements review request shall be reviewed by Probation, and its determination shall be provided to the requesting person or entity, via e-mail, within a reasonable time prior to the proposal due date.

II. Debriefing

Subsequent to the proposal evaluation by County, any Vendor, upon notification by Probation that Probation is entering negotiations with another Vendor who Probation determines is the highest rated Vendor (Recommended Vendor), may request a debriefing. The purpose of the Debriefing is to compare the requesting Vendor's response to the Work Order Solicitation with the evaluation report. Such Debriefing request shall be submitted by e-mail within **five (5) calendar days** of County's notification, to the contact below:

A'lana White
Contract Analyst
Alana.White@probation.lacounty.gov

III. Proposal Review

During or following the Debriefing, the Vendor may request a proposal review of the highest rated Vendor's score sheet and proposal. Such proposal review request shall be submitted by e-mail within **three (3) calendar days** of the Debriefing. Upon completion of negotiations with the Recommended Vendor, Probation shall obtain a Letter of Intent from an authorized officer of the Recommended Vendor that the negotiated Work Order is a firm offer of the Recommended Vendor, which shall not be revoked by the Recommended

Vendor pending Probation's completion of the Protest and Review Process and approval. Once the Letter of Intent is obtained, Probation shall contact the Proposal Review requestor within **five (5) calendar days** after receipt of Letter of Intent from Recommended Vendor, to arrange the Proposal Review meeting with the County to review the Recommended Vendor's proposal.

IV. Work Order Award Protest

Subsequent to the proposal review process, the Vendor may file a protest, in writing—not by e-mail—and postmarked no later than **five (5) calendar days** of the proposal review meeting conducted by County, to the following Probation contact:

***Tasha Howard, Director
County of Los Angeles Probation Department
9150 East Imperial Highway, Room C-29
Downey, CA 90242***

Under any such protest, it is the responsibility of the Vendor challenging the decision of Probation to demonstrate that Probation committed a significant material error in the solicitation process to justify invalidation of a Work Order Solicitation or a proposed Work Order award.

Upon receipt of the timely protest request, Probation shall convene a panel designated by Probation's senior management, consisting of members uninvolved in the issuance or evaluation of proposals under this Work Order Solicitation, to review the requestor's claim. The panel may ask the requestor to provide additional documentation and/or present oral arguments if deemed necessary. The panel shall then issue a written decision to the requestor.

Throughout the protest and review process, the County has no obligation to delay or otherwise postpone an award of Work Order based on a Proposer protest. In all cases, the County reserves the right to make a Work Order award when it is determined to be in the best interest of the County of Los Angeles.

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**SERVICE CATEGORY 2 -
YOUTH AND FAMILY SUPPORT**

High Risk/High Needs In-Home Services to Prevent Detention

STATEMENT OF WORK

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**STATEMENT OF WORK
HIGH RISK/HIGH NEEDS IN-HOME SERVICES
TO PREVENT DETENTION**

1.0 SCOPE OF WORK

- 1.1 The Vendor shall provide High Risk/High Needs (HR/HN) intensive, family-centered, home-based family support services to probation youth, ages 10-18 (hereinafter "Participant") and their families (hereinafter "Parent/Guardian") in the geographical areas hereinafter known as Clusters. The Service Area for the five (5) Clusters are listed in *Technical Exhibit 1 (Clusters) of Attachment B (Statement of Work Technical Exhibits)*. Services are intended to avert an ongoing escalation of criminal and delinquent behavior (e.g., including domestic violence, high family conflict/dysfunction and vandalism type offenses) at the time of detention and to promote school success. Successful delivery of the home-based family support services shall strengthen the family unit, foster parenting practices, promote responsible youth behavior, and decrease delinquent activities and recidivism. The services shall be delivered in the Participant's home and shall develop effective parenting, promote responsible youth behavior and decrease delinquent activities. The County anticipates making approximately twenty (20) referrals annually within each Cluster.
- 1.2 County shall pay Vendor based on the number of service units provided on a monthly basis. One (1) service unit equals one (1) hour of Vendor service. Vendor shall provide the following on a fee-for-service basis:
 - 1.2.1 Service 1: Parent Support Services
 - 1.2.2 Service 2: Youth Support Services
- 1.3 County shall pay the Vendor for Mandatory Vendor Training as required. One Mandatory Vendor Training unit equals one hour of training provided by County.
 - 1.3.1 Vendor shall be required to employ a sufficient number of qualified employees to provide the requisite program services. In addition to a Program Manager, the Vendor shall employ staff to provide home-based services and teach lessons from a social learning curriculum.
- 1.4 Vendor's staff shall be responsible for compiling services information and working and communicating with County staff.
- 1.5 Vendor shall be responsible for directing the service delivery for Participant in collaboration with the assigned County staff. This will include reconnecting to HR/HN services following any absence from the program.

- 1.6 The services shall be provided at the Participant's home for a period of six (6) to eight (8) weeks for the Parent/Guardian support services and an additional six (6) to eight (8) weeks for youth support services, when under Juvenile Court jurisdiction, starts at the time of detention. Strategies for intervention include in-home family support using the social learning model through mentoring.
- 1.7 Vendor shall maintain a case file on each Participant that includes, but is not limited to:
 - 1.7.1 Completed referral form
 - 1.7.2 A signed "Release of Information"
 - 1.7.3 Participation case notes and JJCPA "Home Contact and Telephone Contact", "Telephone Contact Sheets", and documents reflecting the Participant's progress or lack of progress at home, in school, and/or in the community. These forms require the signature of the Vendor and Parent/Guardian of the Participant, and shall be sent via fax to County on the Monday following the week the visits or calls were held.
 - 1.7.4 Vendor shall complete a County approved JJCPA "Home Contact Sheet" for each home visit and a JJCPA "Telephone Contact Sheet" for all telephone contacts.
- 1.8 Vendor shall maintain accurate and updated records on the services provided to Participant.
- 1.9 Vendor shall notify County within one (1) working day if Participant is not present at scheduled home visit.
- 1.10 Vendor shall have back-up staff who are trained and approved to instruct Participant in the required social learning curriculum.
- 1.11 Referral Process

County shall refer potential program Participants to Vendor. Under no circumstances shall Vendor self-refer. County will provide the Participant's identification information and recommend the appropriate services for Participant. After receiving the referral, the Vendor shall:

- 1.11.1 Make contact with Participant and Parent/Guardian within three (3) business days of receiving referral. Vendor shall use best efforts to contact Participant during day and/or evening hours. In

the event Vendor is unable to contact Participant's Parent/Guardian after a reasonable number of attempts, County will consider extending the allotted time-period on a case-by-case basis. County shall provide written approval specific to any extensions.

- 1.11.2 Provide an introductory packet for Parent/Guardian and Participant outlining services and expectations.
- 1.11.3 Ensure that Participant's Parent/Guardian signs a "Release of Information" during Participant's initial orientation.
- 1.11.4 Facilitate referrals to outside services as prescribed in the Participant's case plan goals (e.g. substance abuse, mental health, etc.).

2.0 SPECIFIC TASKS

To meet the stated objectives of the program, the Vendor shall provide the following services:

2.1 Parent Support Services

2.1.1 Vendor shall provide parent support services, which include, but are not limited to, meetings with the Parent/Guardian and Participant, in person and via telephone. Services are structured to better enable Parent/Guardian to manage aspects of the Participant's environment such as: home, school, peer association, and neighborhood. Parent/Guardian support is intended to strengthen the family through a family-centered, case management approach, starting at the time of detention. Along with County's case management, the services provided by the Vendor are intended to build and reinforce the following:

- 2.1.1.1 Positive family bonding
- 2.1.1.2 High parental expectations that include Parents/Guardians who promote behavioral and school standards and expectations
- 2.1.1.3 Clear rules and expectations for Participant, including Participant's family chores, school activities, and community service
- 2.1.1.4 Positive family communication

- 2.1.1.5 Parent/Guardian's active involvement in helping the Participant succeed in school
- 2.1.1.6 Family boundaries: Family's clear rules and consequences for misbehavior, and Parents/Guardians monitoring Participant's whereabouts
- 2.1.1.7 Parents/Guardians and other adults who model positive, responsible behavior
- 2.1.1.8 Positive alternatives such as employment
- 2.1.2 Vendor shall participate in a scheduled monthly conference with County staff that may include Parents/Guardians, Participants, school representatives, social workers, or any concerned party.
- 2.1.3 Vendor shall meet with the Participant's Parents/Guardians to review, discuss, and monitor:
 - 2.1.3.1 Appropriate monitoring of Participant's activities at home; specifically, during the hours of 3:00 p.m. to 10:00 p.m. and on weekends
 - 2.1.3.2 Setting weekly goals and assignments for Participant
 - 2.1.3.3 Homework, classroom assignments and school attendance on a daily basis
 - 2.1.3.4 The Participant's whereabouts
 - 2.1.3.5 Establishing increased parental contact with the Participant's peers and Parent/Guardian of peers
 - 2.1.3.6 Facilitating Participant's weekly pro-social activities such as after-school enrichment activities, community-based recreational programs, volunteer community service, employment internships, job shadowing opportunities, or community/faith-based activities
 - 2.1.3.7 Providing a block of time and a quiet place for study and homework completion on a daily basis
 - 2.1.3.8 Support school rules and regulations
 - 2.1.3.9 Request weekly school progress reports

- 2.1.3.10 Attend scheduled teacher and Parent/Guardian meetings
 - 2.1.3.11 Participant's curfew hours
 - 2.1.3.12 Participant's hygiene, dress and grooming
 - 2.1.3.13 Reinforce Participant's compliance with conditions of probation
 - 2.1.3.14 Engage in weekly discussions and review of school performance, peer relations, and home/community behavior
 - 2.1.3.15 Develop incentives and rewards to acknowledge and support weekly, improved school performance (attendance, behavior, class work/grades), in-home behavior, positive family and peer relations
 - 2.1.3.16 Attend scheduled County Case Manager and staff meetings
- 2.1.5 Vendor shall have the following outcomes for Parent/Guardian support services:
- 2.1.5.1 **70% of eligible Parent/Guardian Participants shall have a Family Monitoring/Supervision Worksheet - Technical Exhibit 2 (Family Monitoring/Supervision Worksheet) of Attachment B (Statement of Work Technical Exhibits).**

2.2 Youth Support Services

- 2.2.1 Youth support services are structured to develop and foster responsible and competent youth behavior in the home, school, peer associations, and neighborhood. This will be achieved, in part, through a social learning model. The social learning model shall include a mentor that will assist with social learning skills. This shall be augmented by a curriculum developed and approved by County.

The design of the HR/HN Program is to target the criminogenic risks and needs of the Participant and their associated delinquent and criminal behavior. These attributes are as follows:

- 2.2.1.1 Anti-social attitudes, values, and beliefs (criminal thinking)
- 2.2.1.2 Pro-criminal associates and isolation from pro-social associates
- 2.2.1.3 Particular temperament and behavioral characteristic (e.g. egocentrism)
- 2.2.1.4 Weak problem solving and social skills
- 2.2.1.5 Criminal/delinquent history
- 2.2.1.6 Negative family factor (i.e., abuse, unstructured or undisciplined environment, criminality in the family, substance abuse in the family)
- 2.2.1.7 Low levels of vocational and educational skills
- 2.2.1.8 Substance abuse
- 2.2.1.9 Gang membership or involvement
- 2.2.2 Vendor shall meet with eligible Participants, starting at the time of detention, to review and discuss the following:
 - 2.2.2.1 School performance, including attendance, behavior, and classroom work
 - 2.2.2.2 Avoiding gang involvement and delinquent activities
 - 2.2.2.3 Building positive family and peer relations
 - 2.2.2.4 Complying with Parent/Guardian instructions and family rules
 - 2.2.2.5 Embracing cultural diversity and avoiding racial and cultural slurs and hatred
 - 2.2.2.6 Compliance with curfew hours and other conditions of probation
 - 2.2.2.7 Involvement in pro-social peer activities
 - 2.2.2.8 Progress towards weekly behavior and school goals

- 2.2.2.9 Compliance with designated study time/area
- 2.2.2.10 Hygiene, dress, and grooming
- 2.2.2.11 Lessons from social learning curriculum
- 2.2.2.12 Areas of competence, talent, and interest
- 2.2.3 Vendor shall have the following outcomes for Youth Support services:
 - 2.2.3.1 **70% of the eligible Participants shall have a Relapse Prevention Plan** - *Technical Exhibit 3 (Relapse Prevention Plan) of Attachment B (Statement of Work Technical Exhibits).*
 - 2.2.3.2 **70% of the eligible Participants shall successfully complete the Social Learning Curriculum**

2.3 Mandatory Vendor Training

- 2.3.1 Vendor shall be required to attend and participate in all training sessions on social learning model. Vendor's staff, comprised of a Project Manager and field staff, must be familiar with the content of the program curriculum and shall be required to demonstrate their competence in the curriculum material.
- 2.3.2 Mandatory training conducted or approved by County shall be required for Vendor's staff, including supervisory staff, Program Manager and those who provide direct services. Training for Vendor shall consist of introductory core training. Training shall include, but is not limited to:
 - 2.3.2.1 Assessment and case management
 - 2.3.2.2 Risk and resiliency
 - 2.3.2.3 Social learning model
 - 2.3.2.4 Program design, goals, services, and outcome measures
 - 2.3.2.5 In-home visits
 - 2.3.2.6 Service documentation

- 2.3.2.7 CBO Web-Based reporting
- 2.3.2.8 Program pre/post testing
- 2.3.2.9 Mandatory reporting issues
- 2.3.2.10 Critical incidents
- 2.3.2.11 JJCPA data collection, entry and reporting

2.4 Additional Requirements

2.4.1 Vendor shall attend meetings and provide monthly reports as follows:

2.4.1.1 Meetings: Vendor shall attend quarterly Juvenile Justice Coordinating Council (JJCC), monthly County Program Manager meetings, and ad-hoc meetings requested by County representative. County shall make best efforts to provide reasonable prior notice.

2.4.1.2 Monthly Reports: Vendor shall produce, at the end of each month, reports that indicate the level and type of services provided to County. Report format and content is subject to final County review and approval.

Vendor shall enter the information on the monthly report into the Web-based CBO Tracking System and forward a copy of this report to the County's Program Manager by the tenth (10th) business day of the month after services were rendered. Report format and content are subject to final County review and approval.

2.4.1.3 Vendor shall be required to maintain supporting documentation that will verify the number of service units billed to County. Such documents shall include, at a minimum, case-specific itineraries, case notes, schedules, and contact sheet.

3.0 **QUALITY CONTROL PLAN**

Vendor shall maintain a Quality Control Plan to enforce the terms of the Work Order. Vendor shall submit the plan as part of the Proposal. The original plan and any amendments are subject to County review and approval, and shall include, but not be limited to, the following:

- 3.1 An inspection system covering all the services listed on *Technical Exhibit 4 (Performance Requirements Summary Chart) of Attachment B (Statement of Work Technical Exhibits)*. It must specify if inspections are conducted on a scheduled or unscheduled basis, how often inspections are held, and the title of the individual(s) who perform inspections.
- 3.2 The methods to identify and prevent deficiencies in the quality of service before the level of performance becomes unacceptable.
- 3.3 A file of all inspections by the Vendor and, if necessary, the corrective action taken. This documentation shall be made available to the County during the term of the Work Order as set forth in *Paragraph 8.37 (Record Retention and Inspection/Audit Settlement) of the JJSPSMA*.
- 3.4 The methods to ensure uninterrupted service to the County in the event of a strike of County, Vendor employees or agents, or any other occurrence (i.e., power loss or natural disaster) that results in the Vendor's inability to perform the terms of the Work Order.
- 3.5 The methods to ensure confidentiality of participant records and information while in the care and custody of Vendor employees and agents.
- 3.6 The method to maintain security of records and prevent the loss or destruction of data.

4.0 QUALITY ASSURANCE PLAN

The County or its agent will evaluate the Vendor's performance under this Work Order on not less than an annual basis. Such evaluation will include assessing the Vendor's compliance with the terms of the Work Order. If the County, in its sole discretion, determines that any deficiencies are severe, continuing, or place performance of the Work Order in jeopardy, the County will report such deficiencies to the Board of Supervisors. The report will include all remedial action measures taken by the County and the Vendor. If the Vendor fails to implement appropriate remedial action, the County may terminate this Work Order or impose other penalties as specified in this Work Order.

The County will evaluate the Vendor's performance under this Work Order using the Quality Assurance procedures specified in *Technical Exhibit 4 (Performance Requirements Summary Chart) of Attachment B (Statement of Work Technical Exhibits)*, or other such procedures as may be necessary to determine the Vendor's compliance with this Work Order.

4.1 Performance Evaluation Meetings

The County's Program Manager may meet weekly with the Vendor's Project Manager during the first three (3) months of the Work Order if the County's Program Manager determines it necessary. However, a meeting will be held whenever a Contract Discrepancy Report (CDR) is issued. The parties shall make mutual good faith efforts to resolve all issues identified.

4.2 After the first three (3) months of operation, the parties shall hold monthly performance evaluation meetings on a mutually agreed upon schedule, or as required by the County.

4.3 The County shall have the right to remove any Vendor employees or agents who are deemed unsatisfactory in the sole discretion of the County's Program Manager. Vendor personnel shall be removed and replaced by the Vendor within twenty-four (24) hours at the request of the County's Work Order Manager.

4.4 Contract Discrepancy Report

Verbal notification of a Contract discrepancy shall be made to the Vendor's Project Manager whenever a Contract discrepancy is identified. The issue shall be resolved in a reasonable time by the County and the Vendor.

The County's Program Manager will determine whether a formal Contract Discrepancy Report shall issue as referenced in *Technical Exhibit 5 (Contract Discrepancy Report) of Attachment B (Statement of Work Technical Exhibits)*., Contract Discrepancy Report. Upon receipt of a Contract Discrepancy Report, the Vendor must respond in writing to the County's Program Manager within five (5) business days, acknowledging the reported discrepancies, and presenting rebuttal evidence, if applicable. The Vendor shall submit a remedial plan to correct all deficiencies identified in the Contract Discrepancy Report to the County's Program Manager within ten (10) business days of receipt of the Contract Discrepancy Report.

5.0 DEFINITIONS

5.1 Acceptable Quality Level Standard (AQLS) – A measure to express the variance from a standard before Probation can apply damages as specified in *Technical Exhibit 4 (Performance Requirements Summary Chart) of Attachment B (Statement of Work Technical Exhibits)*. An AQLS does not imply that the Vendor performed in a substandard way. It is required that the Vendor correct all substandard work. A variance from AQLS can result in a credit to Probation against the monthly charge for the Vendor's services.

- 5.2 Contract Discrepancy Report (CDR) – A report prepared by the County’s Program Manager to inform Vendor of substandard work.
- 5.3 Work Order Start Date – The date the Vendor begins work in accord with the terms of the Work Order.
- 5.4 Vendor’s Vendor Project Manager – Person designated by the Vendor to administer Work Order operations after the Work Order award.
- 5.5 County’s Work Order Manager – Person designated by the County with actual and apparent authority on contractual or administrative matters relating to this Work Order.
- 5.6 County’s Work Order Monitor – Person who monitors the Work Order and provides reports to the County Work Order Manager and County Program Manager.
- 5.7 County’s Program Manager – Person designated by County to manage the operations under this Work Order.
- 5.8 Liquidated Damages – The monetary amount deducted from Vendor’s payment due to non-compliance with the Work Order and/or substandard performance.
- 5.9 Participant Records – Personal and social history, including criminal information of juvenile offenders. The records include confidential legal documents and other information. The information must not be discussed or disclosed to unauthorized persons as defined by the County of Los Angeles Probation Department.
- 5.10 Performance Requirements Summary (PRS) – The statement that identifies key performance indicators of the Work Order that will be evaluated by the County to ensure Work Order performance standards are met.
- 5.11 Quality Control Plan – All measures taken by the Vendor to ensure that the quality of service meets Work Order requirements regarding security, accuracy, timeliness, appearance, completeness, consistency and conformity to the requirements set forth in the Statement of Work.
- 5.12 Social Learning Model – County approved standardized approach to service delivery that is designed to address the needs of males and females ages 10-18, and their families.
- 5.13 Social Learning Model Curriculum – County approved structured learning/teaching plan that engages youth in self-reflective discussions and journaling.

6.0 RESPONSIBILITIES

County and Vendor responsibilities are as follows:

COUNTY

6.1 County's Program Manager

Specific duties will include:

- 6.1.1 Monitoring the Vendor's performance in the daily operation of this Work Order.
- 6.1.2 Providing direction to the Vendor in policy, information, and procedure.
- 6.1.3 Preparing Amendments in accordance with the *Paragraph 8.1 (Amendments) of the JJSPSMA*.

6.2 Intentionally Omitted

VENDOR

6.3 Vendor's Project Manager

- 6.3.1 Vendor shall provide its own full time officer, employee or agent as Vendor's Project Manager and clearly identify the person in the proposal. The Vendor's Project Manager or agent shall be available for telephone contact between 8:00 a.m. and 5:00 p.m., PT, Monday through Friday, excluding County holidays. Vendor's Project Manager shall provide management and coordination of this Work Order, and shall act as the sole contact person for the County.
- 6.3.2 When the Work Order work is performed at times other than described above or when the Vendor's Project Manager is unavailable, an agent with actual and apparent authority shall be designated to act as the Vendor's Project Manager with prior approval of the County's Program Manager.
- 6.3.3 A Project Manager demonstrating the required or similar services for a minimum of three (3) years' experience within the last five (5) years, hold a bachelor's degree in criminal justice, administration of justice, psychology, sociology or a related field, and is a current employee of the vendor.

- 6.3.4 The Project Manager or agent shall have actual and apparent authority to act for the Vendor on all matters of the Work Order. The Vendor's Project Manager or agent shall read, write, spell, and communicate proficiently in English.
- 6.3.5 The Project Manager shall be available between 8:00 a.m. to 5:00 p.m., PT, Monday through Friday excluding County holidays, to meet with County personnel to discuss problem issues.
- 6.3.6 The County shall have right to review and approve the Vendor's Project Manager. The County shall have the right to remove the Vendor's Project Manager at any time in its sole discretion.

6.4 Personnel

Vendor shall employ sufficient numbers of employees to provide the services. In addition to a Vendor Project Manager, the Vendor shall employ staff to provide the contracted services.

- 6.4.1 Vendor shall assign staff to perform the terms of the Work Order. County shall have the right to review and approve all staff before assignment in its sole discretion.
- 6.4.2 Vendor shall ensure that by the first day of employment, all employees and agents on this Work Order have signed a confidentiality form that meets the standards of the County of Los Angeles Probation Department regarding access to confidential Criminal Offender Record Information (CORI). **Vendor shall retain the original CORI form and forward a copy to the County's Program Manager within five (5) business days of start of employment or agency.**
- 6.4.3 All personnel shall read, write, spell, and communicate proficiently in English.
- 6.4.4 County has the right and sole discretion to approve or disapprove all Vendor employees and agents who perform work hereunder and any proposed changes to Vendor's staff. Vendor shall remove and replace any employee or agent from work on this Work Order within twenty-four (24) hours after a request by the County's Work Order Manager.
- 6.4.5 The County's Program Manager or agent shall have the right to interview all Vendor's prospective employees or agents.

6.4.6 Vendor shall conduct a background check of all employees and agents as set forth in *Paragraph 7.5 (Background and Security Investigations) of the JJSPSMA*.

6.4.7 The Vendor shall provide the County's Program Manager with a current list of employees and agents and keep this list current during the term of the Work Order.

6.4.8 The Vendor shall maintain alternate staff who have successfully passed background clearances pursuant to *Paragraph 7.5 (Background and Security Investigations) of the JJSPSMA*. Alternate staff shall be trained and approved to instruct program participants in the required curriculum.

6.5 Intentionally Omitted

6.6 Intentionally Omitted

6.7 Intentionally Omitted

6.8 Office

Vendor shall maintain an office with a telephone in the company's name where Vendor conducts business. The office shall be staffed during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, Pacific Time, by at least one employee who shall respond to all issues regarding the Vendor's performance of the Work Order. When the office is closed, Vendor shall have an answering service to receive calls. **Vendor shall respond to all calls received by the answering service within two (2) hours of receipt of each call.**

7.0 HOURS/DAYS OF WORK

The Vendor must perform all terms of the Work Order Monday through Friday. The Vendor may also be required to provide services on weekends and County recognized holidays. County will provide a list of County holidays to Vendor at the time the Work Order is approved and at the beginning of each calendar year, upon request by Vendor.

8.0 INTENTIONALLY OMITTED

9.0 UNSCHEDULED WORK

If the Vendor provides any tasks, deliverables, goods, services, or other work, other than as specified in this Work Order, the same shall be deemed as a gift, and the Vendor shall have no claim whatsoever against the County.

10.0 INTENTIONALLY OMITTED**11.0 INTENTIONALLY OMITTED****12.0 PERFORMANCE REQUIREMENTS SUMMARY**

- 12.1 All listings of services used in the Performance Requirements Summary (PRS) are intended to be consistent with the Work Order and the Statement of Work (SOW), and are not meant to create, extend, revise, or expand any obligation of Vendor beyond that defined in the Work Order and the SOW. In the event of an apparent inconsistency between services as stated in the Work Order, SOW and the PRS, the meaning in the Work Order and the SOW shall prevail. If any service appears to be created in the PRS which is not clearly set forth in the Work Order and the SOW, that service will be invalid and place no obligation on Vendor.
- 12.2 A standard level of performance will be required of the Vendor for the required services. *Technical Exhibit 4 (Performance Requirements Summary Chart) of Attachment B (Statement of Work Technical Exhibits)*, summarizes the required services, performance standards, maximum allowable deviation from standards, methods of surveillance by County, and liquidated damages to be imposed for substandard performance. County shall evaluate Vendor's performance under this Work Order using the quality assurance procedures specified in *Technical Exhibit 4 (Performance Requirements Summary Chart) of Attachment B (Statement of Work Technical Exhibits)*, or other such procedures necessary to ascertain Vendor compliance with this Work Order. Failure of Vendor to achieve this standard may result in an assessment of liquidated damages against Vendor's monthly payment as determined by County.
- 12.3 When Vendor's performance fails to conform to the terms of this Work Order, County will have the option to apply the following remedies in its sole discretion:
- 12.3.1 Require Vendor to implement a formal corrective action plan, subject to approval by County. In the plan, Vendor must identify the substandard performance, specify steps to return performance to an acceptable level, and the monitoring methods to prevent recurrence.
 - 12.3.2 Reduce payment to the Vendor by a computed amount based on the assessment fee(s) in the PRS.
 - 12.3.3 Reduce, suspend or cancel this Work Order for Vendor's systematic, deliberate misrepresentations or substandard levels of performance.

12.3.4 Failure of Vendor to comply with County’s request(s) to correct substandard performance within ten (10) business days shall constitute a breach of Work Order, and authorize County to seek replacement services. The entire cost of the replacement services due to Vendor’s breach shall be determined solely by County, and shall be credited to County on Vendor’s future invoices.

This subparagraph does not limit the County’s right to terminate the Work Order upon ten (10) business day’s written notice with or without cause, as provided for in *Paragraph 8.41 (Termination for Convenience) of the JJSPSMA*.

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**STATEMENT OF WORK
TECHNICAL EXHIBITS**

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TECHNICAL EXHIBITS

1. Clusters
2. Family Monitoring/Supervision Worksheet
3. Relapse Prevention Plan
4. Performance Requirements Summary (PRS) Chart
5. Contract Discrepancy Report

TECHNICAL EXHIBIT 1

CLUSTER 1
CITIES AND COMMUNITIES

Incorporated Areas	Unincorporated Areas	Los Angeles City Areas
Azusa Baldwin Park Bell Bell Gardens Claremont Commerce Cudahy El Monte Huntington Park Industry Irwindale La Puente Maywood Montebello Monterey Park Pico Rivera Pomona Rosemead South El Monte South Gate Vernon Walnut West Covina	Avocado Heights / Bassett / North Whittier Azusa Claremont (portion) Covina Islands (portion) East Los Angeles East Valinda / South San Jose Hills El Monte (portion) Industry Islands Pellissier South El Monte South San Gabriel Valinda Walnut Park West Valinda West Valinda / West Puente Valley Whittier (portion) Whittier Narrows Whittier/Sunrise	Atwater Village (portion) Boyle Heights Downtown L.A. (portion) Eagle Rock El Sereno Highland Park Lincoln Heights Los Feliz (portion) Silverlake South Park (portion) West Adams / Exposition Park (portion) Westlake (portion) Wholesale District

TECHNICAL EXHIBIT 1

CLUSTER 2
CITIES AND COMMUNITIES

Incorporated Areas	Unincorporated Areas	Los Angeles City Areas
Carson Compton Culver City Gardena Hawthorne Inglewood Lawndale Los Angeles (portion) Lynwood	Athens / Westmont Baldwin Hills Del Aire Del Rey East Rancho Dominguez El Camino Village Florence / Firestone Graham Hawthorne Ladera Heights Lennox Lynwood Rancho Dominguez Rosewood / West Rancho Dominguez View Park / Windsor Hills West Carson (portion) West Rancho Dominguez / Victoria Willowbrook Wiseburn	Adams / La Brea Barnes City Crenshaw Downtown (portion) East Hollywood (portion) Expo Park (portion) Green Meadows Hancock Park (portion) Harbor Gateway Koreatown La Brea Mar Vista Miracle Mile (portion) North Shoestring Palms Playa del Rey (portion) Sawtelle (portion) South Park (portion) South Vermont Venice (portion) Vermont Square Watts West Adams / Expo Park (portion) West LA (portion) Westchester (portion) Westlake (portion) Wilshire Center (portion)

TECHNICAL EXHIBIT 1

CLUSTER 3
CITIES AND COMMUNITIES

Incorporated Areas	Unincorporated Areas	Los Angeles City Areas	Los Angeles City Areas Continued
Agoura Hills Beverly Hills Calabasas Hidden Hills Malibu San Fernando Santa Monica West Hollywood Westlake Village	Agoura Calabasas Cornell Corral Canyon Decker / Encinal Franklin Canyon Las Flores Latigo Canyon Malibou Lake Malibu Monte Nido / Cold Creek Mountain View Estates Mulholland Corridor Santa Monica Mountains Sawtelle VA Center Seminole Hot Springs Stokes Canyon Sunset Mesa Sycamore Canyon Topanga Canyon Triunfo Canyon Universal City West Hills	Arleta Atwater Village (portion) Bel Air Benedict-Coldwater Canyon Beverly Glen Brentwood Canoga Park (portion) Century City East Hollywood (portion) Encino Fairfax Granada Hills (portion) Hancock Park (portion) Hansen Dam (portion) Hollywood (portion) Hollywood Hills Holmby Hills Lake Balboa Lakeview Terrace (portion) Laurel Canyon Los Feliz Miracle Mile (portion) Mission Hills Mount Olympus North Hills North Hollywood Northridge (portion) Pacific Palisades Pacoima Panorama City	Park La Brea Rancho Park (portion) Reseda Sawtelle (portion) Sepulveda Basin Sherman Oaks Studio City Sun Valley (portion) Sunland Sylmar (portion) Tarzana Toluca Lake Valley Glen Valley Village Van Nuys Venice (portion) West Hills (portion) West Los Angeles (portion) Westwood Wilshire Center Winnetka Woodland Hills

TECHNICAL EXHIBIT 1

CLUSTER 4
CITIES AND COMMUNITIES

Incorporated Areas	Unincorporated Areas	Los Angeles City Areas
Artesia Avalon Bellflower Cerritos Diamond Bar Downey El Segundo Hawaiian Gardens Hermosa Beach La Habra Heights La Mirada Lakewood Lomita Long Beach Los Angeles (portion) Manhattan Beach Norwalk Palos Verdes Estates Paramount Rancho Palos Verdes Redondo Beach Rolling Hills Rolling Hills Estates Santa Fe Springs Signal Hill Torrance Whittier	Cerritos Islands East La Mirada East Whittier Hacienda Heights La Habra Heights La Rambla Long Beach Los Nietos Marina del Rey Northwest Whittier Rowland Heights San Clemente Island Santa Catalina Island South Whittier West Whittier Westfield	Harbor City Playa del Rey San Pedro Wilmington

TECHNICAL EXHIBIT 1

**CLUSTER 5
CITIES AND COMMUNITIES**

Cities	Unincorporated Areas	Unincorporated Areas Continued	Los Angeles City Areas
Alhambra	Acton	Littlerock	Canoga Park (portion)
Arcadia	Agua Dulce	Llano	Chatsworth (portion)
Bradbury	Alpine	Lopez Canyon	Granada Hills
Burbank	Altadena	Longview	Mission Hills (portion)
Covina	Angeles National Forest	Mint Canyon	Olive View Hospital (in Sylmar)
Duarte	Antelope Acres	Monrovia / Arcadia / Duarte (islands)	Porter Ranch
Glendale	Arcadia	Neenach	Sunland (portion)
Glendora	Big Pines	Newhall (portion)	Sun Valley (portion)
La Canada-Flintridge	Bouquet Canyon	North East San Gabriel	Tujunga
La Verne	Bradbury	North Lancaster	
Lancaster	Canoga Park	Oat Mountain	
Monrovia	Canyon Country	Placerita Canyon	
Palmdale	Castaic	Pyramid Lake	
Pasadena	Castaic Lake	Redman	
San Dimas	Charter Oak Islands	Romero Canyon	
San Gabriel	Chatsworth	Sand Canyon	
San Marino	Chatsworth Lake Manor	San Francisquito Canyon	
Santa Clarita	Chiquita Canyon	Roosevelt	
Sierra Madre	Citrus (Covina islands)	Saugus (portion)	
South Pasadena	Crystalaire	Soledad Canyon	
Temple City	Deer Lake Highlands	Southern Oaks	
	Del Sur	Stevenson Ranch	
	East Pasadena	Sulphur Springs	
	East San Gabriel	Sunland / Sylmar / Tujunga (adjacent)	
	El Dorado	Sun Village	
	El Monte (portion)	Texas Canyon	
	Elizabeth Lake	Three Points	
	Fairmont	Tick Point	
	Forrest Park	Twin Lakes	
	Glendora	Val Verde	
	Gorman	Valencia (portion)	
	Green Valley	Valyermo	
	Hasley Canyon	Vasquez Rocks	
	Hi Vista	West Arcadia (islands)	
	Hungry Valley	West Chatsworth (portion)	
	Indian Falls / Indian Springs	West Pomona (islands)	
	Juniper Hills	Westridge	
	Kagel Canyon	White Fence Farms	
	Kinneola Mesa	Whitney Canyon	
	La Crescenta / Montrose	Wilsona Gardens	
	La Verne	Woodlands State Park	
	Lake Hughes	Wrightwood	
	Lake Los Angeles		
	Lakeview		
	Leona Valley		

TECHNICAL EXHIBIT 2

FAMILY MONITORING/SUPERVISION WORKSHEET

Minor's Name: _____ PDJ#: _____ DOB: _____

Week of: (Include Month, Day & Year) _____

TAKING CARE of ME	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Gets Up On Time With Minimal Prompts							
Ready For School on Time (showered, breakfast, etc)							
Completes Morning Clean-up (bed made, bathroom clean, room neat, etc)							
Attends school daily and remains in school throughout the day							
Arrives Home (after school) to Complete Homework							
Homework Assignments							
Meets Daily Curfew							
Associates with positive peers							
Follows Direction With Little Prompting & Challenging							
Participates in a family activity							
Participates in Pro-social Activity							
TOTAL POINTS							

Caregiver's Name: _____ Signature: _____ Date: _____

TECHNICAL EXHIBIT 3

RELAPSE PREVENTION PLAN

What are the benefits of staying crime free and drug free?

Relapse

To self:

Prevention

To family:

Plan

To friends:

To my community:

State the reason for staying crime free/drug free. Include what you will lose, what risks and future problems you will be taking on.

Reasons for staying crime/drug free	Consequences for not staying crime/drug (What will I lose/what future problems will I be taking on?)	What are the triggers/stressors that make me get involved in negative behavior?

Minor's Name: _____

Signature: _____

Date: _____

PDJ #: _____

D.O.B. _____

TECHNICAL EXHIBIT 4

PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

REQUIRED SERVICES	STANDARD	MAXIMUM ALLOWED DEVIATION (AQLS)	METHOD OF SURVEILLANCE	LIQUIDATED DAMAGES FOR EXCEEDING THE AQLS
Overall compliance with Section 1.0 (Scope of Work) of Attachment A (Statement of Work)	100% adherence to County requirements	0%	- User and/or Staff Complaints - Random Inspections - Random and/or Judgmental Samplings	Up to \$100 per occurrence
Overall compliance with Section 2.0 (Specific Tasks) of Attachment A (Statement of Work)	100% adherence to County requirements	0%	- Random Inspections - Random Samplings - Information from Contractor Reports	\$100 per day until rectified
Contractor shall establish and maintain a Quality Control Plan to assure that the requirements of the Contract are met pursuant to Section 3.0 (Quality Control Plan) of Attachment A (Statement of Work)	100% adherence to County requirements	0%	- User and/or Staff Complaints - Random Inspections - Random and/or Judgmental Samplings	Up to \$100 per occurrence
Personnel assigned to provide service under this contract shall be fingerprinted prior to employment pursuant to Subparagraph 7.5.1 of the JJSPS Master Agreement	100% adherence to County requirements	0%	- User and/or Staff Complaints - Random Inspections - Random and/or Judgmental Samplings	Up to \$100 per occurrence
No Contractor personnel shall have a criminal conviction unless such record has been fully disclosed previously pursuant to Subparagraph 7.5.2 of JJSPS Master Agreement	100% adherence to County requirements	0%	- User and/or Staff Complaints - Random Inspections - Random and/or Judgmental Samplings	Up to \$100 per occurrence
Contractor shall reimburse County for record check pursuant to Subparagraph 7.5.6 of JJSPS Master Agreement	100% adherence to County requirements	0%	- User and/or Staff Complaints - Random Inspections - Random and/or Judgmental Samplings	Up to \$100 per occurrence
Contractor in compliance with Standard Terms and Conditions as referenced in Section 8.0 (Standard Terms and Conditions) of JJSPS Master Agreement	100% adherence to County requirements	0%	- Random Inspections - Random Samplings - Information from Contractor Reports	\$100 per day until rectified

TECHNICAL EXHIBIT 5

CONTRACT DISCREPANCY REPORT

TO:

FROM:

DATES: Prepared: _____
Returned by Contractor: _____
Action Completed: _____

DISCREPANCY PROBLEMS: _____

Signature of County Representative _____ Date _____

CONTRACTOR RESPONSE (Cause and Corrective Action): _____

Signature of Contractor Representative _____ Date _____

COUNTY EVALUATION OF CONTRACTOR RESPONSE: _____

Signature of County Representative _____ Date _____

COUNTY ACTIONS: _____

CONTRACTOR NOTIFIED OF ACTION:
County Representative's Signature and Date _____

Contractor Representative's Signature and Date _____

REQUIRED FORMS

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2. Service Area Address Form
3. Pricing Sheet
4. Certification of Independent Price Determination & Acknowledgement of Work Order Restrictions
5. Request for Preference Consideration

EXHIBIT 1

PROSPECTIVE CONTRACTOR REFERENCE

Contractor's Name: _____

Vendor must provide two (2) references. At least one (1) reference **must** confirm that Vendor meets the Minimum Mandatory Qualification of this Work Order Solicitation. **(Reference contact person must be able to answer questions related to the number of years and service provided)**

1. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Fax # ()
Name or Contract No.	# of Years / Term of Contract Start: / / End: / /		Type of Service	Dollar Amt.
2. Name of Firm	Address of Firm	Contact Person	Telephone # ()	Fax # ()
Name or Contract No.	# of Years / Term of Contract Start: / / End: / /		Type of Service	Dollar Amt.

EXHIBIT 2

SERVICE AREA ADDRESS FORM

The address to the service area site located within the Cluster for which services are being proposed must be listed here:

Cluster: _____

Service Area Address: _____

City: _____

Zip Code: _____

EXHIBIT 3

**PRICING SHEET
LOS ANGELES - PROBATION DEPARTMENT**

The undersigned offers to provide all labor and supplies necessary to support and facilitate the County's High Risk/High Needs In-Home Services to Prevent Detention under **Service Category 2 - Youth and Family Support (YFS)** as set forth in JJSPSMA1801.

Said work shall be done for the period prescribed and in the manner set forth in said specifications, and compensation therefore shall be on a fixed-fee basis as provided upon the hereinafter proposal fixed rates. I agree that if the County Board of Supervisors accepts my proposal, I will commence services immediately following work order execution.

I agree to provide the specified services for the County of Los Angeles - Probation Department in accordance with Attachment A (Statement of Work).

I PROPOSE A FIXED RATE/FEE FOR THE REQUIRED SERVICES IN THE FOLLOWING CLUSTER:

*(Write the Cluster for which services are being proposed)
No More Than One Cluster Per Proposal*

PROVIDE THE PROPOSED COST PER SERVICE UNIT FOR THE FOLLOWING SERVICES: <i>[One (1) Service Unit = One (1) hour of service provided]</i>		
Parent Support Services		\$
	<i>(Write out dollar amount in full, per Service Unit)</i>	<i>(Use figure amount)</i>
Youth Support Services		\$
	<i>(Write out dollar amount in full, per Service Unit)</i>	<i>(Use figure amount)</i>

PROVIDE THE PROPOSED COST PER MANDATORY VENDOR TRAINING SERVICE UNIT: <i>[Vendor shall bill COUNTY per Mandatory Vendor Training Unit, not per Vendor staff person. One (1) Training Unit = One (1) hour of training.]</i>	
	\$
<i>(Write out dollar amount in full, per Training Unit)</i>	<i>(Use figure amount)</i>

PRINT NAME AND TITLE OF PERSON AUTHORIZED TO SUBMIT PROPOSAL:	
SIGNATURE OF PERSON AUTHORIZED TO SUBMIT PROPOSAL:	DATE:

EXHIBIT 4

CERTIFICATION OF INDEPENDENT PRICE DETERMINATION & ACKNOWLEDGEMENT OF WORK ORDER RESTRICTIONS

A. By submission of this Proposal, Proposer certifies that the prices quoted herein have been arrived at independently without consultation, communication, or agreement with any other Proposer or competitor for the purpose of restricting competition.

B. List all names and telephone number of person legally authorized to commit the Proposer.

NAME

PHONE NUMBER

NOTE: Persons signing on behalf of the Contractor will be required to warrant that they are authorized to bind the Contractor.

C. List names of all joint ventures, partners, subcontractors, or others having any right or interest in this contract or the proceeds thereof. If not applicable, state "NONE".

D. Proposer acknowledges that it has not participated as a consultant in the development, preparation, or selection process associated with this Work Order. Proposer understands that if it is determined by the County that the Proposer did participate as a consultant in this Work Order process, the County shall reject this proposal.

Name of Firm

Print Name of Signer

Title

Signature

Date

**EXHIBIT 5
REQUEST FOR PREFERENCE CONSIDERATION**

INSTRUCTIONS: Businesses requesting preference consideration must complete and return this form for proper consideration of the proposal. Businesses may request consideration for one or more preference programs. Check all certifications that apply.*

I MEET ALL OF THE REQUIREMENTS AND REQUEST THIS PROPOSAL BE CONSIDERED FOR THE PREFERENCE PROGRAM(S) SELECTED BELOW. A COPY OF THE CERTIFICATION LETTER(S) ISSUED BY THE DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS (DCBA) IS ATTACHED.

Request for Local Small Business Enterprise (LSBE) Program Preference

- Meets the revenues and employee size criteria of the federal Small Business Administration and maintains an active registration as a small business in the System for Award Management (SAM) data base; **and**
- Certified as a LSBE by the DCBA.

Request for Social Enterprise (SE) Program Preference

- A business that has been in operation for at least one year providing transitional or permanent employment to a Transitional Workforce or providing social, environmental and/or human justice services; **and**
- Certified as a SE business by the DCBA.

Request for Disabled Veterans Business Enterprise (DVBE) Program Preference

- Certified by the State of California, **or**
- Certified by U.S. Department of Veterans Affairs as a DVBE; **or**
- Certified as a DVBE with other certifying agencies under to DCBA's inclusion policy that meets the criteria set forth by: the State of California as a DVBE or is verified as a service-disabled veteran-owned small business by the Veterans Administration: **and**
- Certified as a DVBE by the DCBA.

***BUSINESS UNDERSTANDS THAT ONLY ONE OF THE ABOVE PREFERENCES WILL APPLY. IN NO INSTANCE SHALL ANY OF THE ABOVE LISTED PREFERENCE PROGRAMS PRICE OR SCORING PREFERENCE BE COMBINED WITH ANY OTHER COUNTY PROGRAM TO EXCEED FIFTEEN PERCENT (15%) IN RESPONSE TO ANY COUNTY SOLICITATION.**

DECLARATION: I DECLARE UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE ABOVE INFORMATION IS TRUE AND ACCURATE.

- DCBA certification is attached.**

Name of Firm		County Webven No.	
Print Name:		Title:	
Signature:		Date:	
Reviewer's Signature	Approved	Disapproved	Date

**REQUEST FOR WORK ORDER TRANSMITTAL TO REQUEST
A SOLICITATION REQUIREMENTS REVIEW**

Proposer Name:	Date of Request:
Title:	No.

A **Solicitation Requirements Review** is being requested because the Proposer asserts that they are being unfairly disadvantaged for the following reason(s): *(check all that apply)*

- Application of **Minimum Mandatory Qualifications**
- Application of **Evaluation Criteria**
- Due to **unclear instructions**, the process may result in the County not receiving the best possible responses.

I understand that this request must be received by the County within **10 business days** of issuance of the solicitation document.

For each area contested, Proposer must explain in detail the factual reasons for the requested review.

(Attach additional pages and supporting documentation as necessary.)

Request submitted by:

Name Title

For County use only

Date Transmittal Received by County: _____ Date Solicitation Released: _____

Reviewed by: _____

Results of Review - Comments:

Date Response sent to Proposer: _____